



3623

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket No.: 60027.0326US01/BS98041  
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 6, 2003.

By: James D. Withers  
Name: James D. Withers

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

We are transmitting herewith the attached:

- ☒ Transmittal Sheet in duplicate containing Certificate of Mailing
- ☒ Response to Notice Regarding Power of Attorney
- ☒ Certificate Under 37 C.F.R. § 3.73(b), Copy of Assignment
- ☒ Return postcard

RECEIVED  
AUG 12 2003  
GROUP 3600

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

MERCHANT & GOULD P.C.  
P.O. Box 2903, Minneapolis, MN 55402-0903  
612.332.5300

By: James D. Withers  
Name: James D. Withers  
Reg. No.: 40,376

Customer No. 23552

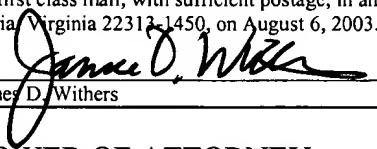


PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket No.: 60027,032/S01/BS98041  
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22312-1450, on August 6, 2003.

By:   
James D. Withers

RESPONSE TO NOTICE REGARDING POWER OF ATTORNEY

Commissioner of Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

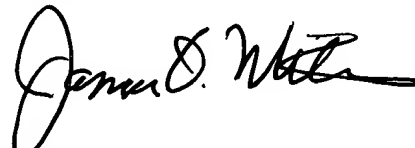
Dear Sir:

Responsive to the Notice Regarding Power of Attorney mailed on May 20, 2003, Applicants attach hereto a Certificate Under 37 CFR 3.73(b). Acceptance of the Power of Attorney and Change of Address is respectfully requested.

If there are any questions regarding this matter, please call the undersigned at 404.954.5100.

Respectfully submitted,

MERCHANT & GOULD

  
James D. Withers  
Reg. No. 40,376

Merchant & Gould  
P.O. Box 2903  
Minneapolis, Minnesota 55402-0903  
Telephone: 404.954.5100  
Customer No. 23552



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: [REDACTED]  
Serial No.: 09/474,643 Group Art Unit: 3603  
Filed: December 29, 1999 Docket No.: 59027.0326US01/BS98041  
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 C.F.R. § 3.73(b)

BellSouth Intellectual Property Corporation, a corporation organized and existing under the laws of the State of Delaware, having a place of business at 824 Market Street, Suite 901, Wilmington, Delaware 19801, certifies that it is the assignee of the entire right, title and interest in the patent application identified above by virtue of either:

A. ☒ An assignment from the inventor(s), of the patent application identified above.

The assignment was recorded in the Patent and Trademark Office on June 19, 2000, at Reel 010860, Frame(s) 0307, or for which a copy is attached.

B. ☐ A chain of title from the inventor(s) of the patent application identified above to the current assignee as shown below:

1. From: To:

The document was recorded in the Patent and Trademark Office at Reel ,  
Frame(s) , or for which a copy thereof is attached.

2. From: To:

The document was recorded in the Patent and Trademark Office at Reel ,  
Frame(s) , or for which a copy thereof is attached.

3. From: To:

The document was recorded in the Patent and Trademark Office at Reel ,  
Frame(s) , or for which a copy thereof is attached.

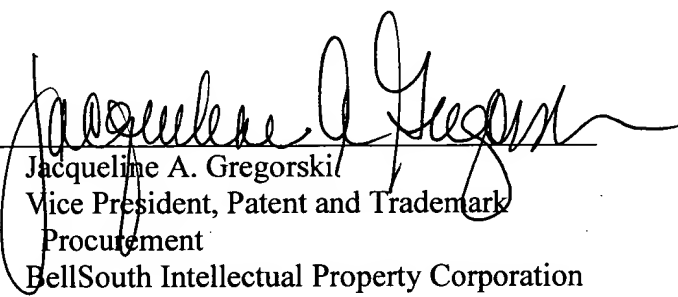
- ☐ Additional documents in the chain of title are listed on a supplemental sheet.
- ☐ Copies of assignments or other documents in the chain of title are attached.

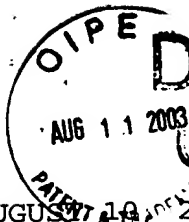
The undersigned (whose title is supplied below) is empowered to act on behalf of the assignee.

I hereby declare that all statements made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true; and further, that these statements are made with the knowledge that willful false statements, and the like so made, are punishable by fine or imprisonment, or both, under Section 1001, Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Dated: 7-11-03

By: \_\_\_\_\_

  
Jacqueline A. Gregorski  
Vice President, Patent and Trademark  
Procurement  
BellSouth Intellectual Property Corporation



DATA BASE  
LA 8/24  
UPDATED



19260-1800 LLA  
UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark Office  
ASSISTANT SECRETARY AND COMMISSIONER  
OF PATENTS AND TRADEMARKS  
Washington, D.C. 20231

AUGUST 19 2000

JONES & ASKEW, LLP  
BRENDA OZAKI HOLMES, ESQ.  
2400 MONARCH TOWER  
3424 PEACHTREE ROAD, N.E.  
ATLANTA, GEORGIA 30326

PTAS  
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AUG 17 2000

JONES & ASKEW



1013863382\*

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AUG 22 2003  
SCANNED  
GROUP 8600

UNITED STATES PATENT AND TRADEMARK OFFICE  
NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT

THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 703-308-9723. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, ASSIGNMENT DIVISION, BOX ASSIGNMENTS, CG-4, 1213 JEFFERSON DAVIS HWY, SUITE 320, WASHINGTON, D.C. 20231.

RECORDATION DATE: 06/19/2000

REEL/FRAME: 010860/0307  
NUMBER OF PAGES: 6

BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).

ASSIGNOR:  
HAYNES, CHERYL CAMP

DOC DATE: 02/14/2000

ASSIGNOR:  
SMITH, TRENA LYNN

DOC DATE: 02/14/2000

ASSIGNOR:  
STANLEY, D.

DOC DATE: 02/14/2000

ASSIGNEE:  
BELLSOUTH INTELLECTUAL PROPERTY  
CORPORATION  
824 MARKET STREET, SUITE 510  
WILMINGTON, DELAWARE 19801

SERIAL NUMBER: 09474643  
PATENT NUMBER:

FILING DATE: 12/29/1999  
ISSUE DATE:

010860/0307 PAGE 2

DOROTHY RILEY, PARALEGAL  
ASSIGNMENT DIVISION  
OFFICE OF PUBLIC RECORDS



06-21-2000

DOCUMENT ID NO.: 101295948

U.S. DEPARTMENT OF COMMERCE  
Patent & Trademark Office



101386330

To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):

Cheryl Camp Haynes, Trena Lynn Smith  
and D. Stanley

Additional name(s) of conveying party(ies) attached? ☐ Yes ☒ No

3. Nature of conveyance:

☒ Assignment ☐ Merger  
☐ Security Agreement ☐ Change of Name  
☐ Other \_\_\_\_\_

Execution Date: February 14, 2000

2. Name and address of receiving party(ies):

Name: BellSouth Intellectual Property Corporation

Address: 824 Market Street, Suite 510

City State  
Wilmington Delaware

ZIP  
19801

Additional name(s) & address(es) attached? ☐ Yes ☒ No

RECEIVED  
AUG 12 2003  
GROUP 3600

4(a). Patent Application No.(s): 09/474,643

4(b). Patent No.(s):

If this document is being filed together with a new application, the execution date of the application is:

Additional numbers attached? ☐ Yes ☐ No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Brenda Ozaki Holmes, Esq.

Address: JONES & ASKEW, LLP  
2400 Monarch Tower  
3424 Peachtree Road, N.E.  
Atlanta, Georgia 30326

6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 3.41) enclosed:

(10000)

DO NOT USE THIS SPACE

8. Statement and signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

I certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents & Trademarks, Washington, DC 20231, on the date given below.

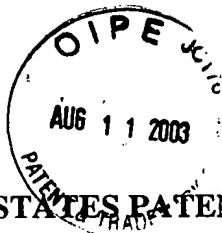
Brenda Ozaki Holmes  
Name of Person Signing

*Brenda Ozaki Holmes*  
Signature

June 14, 2000  
Date

Attorney Docket No: 19260-1800

Total number of pages including cover sheet: 5



Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Cheryl Camp Haynes, Trena Lynn Smith  
and Ronald D. Stanley

Art Unit: 2768

Serial No. 09/474,643

Filed: December 29, 1999

For: System and Method for Eliminating an  
Unnecessary Dispatch of a Service Technician

RESPONSE TO NOTICE OF NON-RECORDATION OF DOCUMENT

U.S. Patent and Trademark Office  
Assignment Division  
Box Assignments, CG-4  
1213 Jefferson Davis Highway, Suite 320  
Washington, DC 20231

Sir:

On March 6, 2000, Applicant submitted an executed assignment in the above-referenced case. However, the Assignment Cover Sheet was inadvertently omitted. Applicant subsequently received a Notice of Non-Recordation of Document dated May 15, 2000. Applicant resubmits the Assignment along with a Cover Sheet and requests that the original filing date of the Assignment be maintained. Applicant also submits a copy of the Transmittal of Missing Parts and Filing Fee showing that the Assignment was originally filed on March 6, 2000.

Respectfully submitted,

By: Brenda Ozaki Holmes  
Reg. No. 40,339

JONES & ASKEW, LLP  
2400 Monarch Tower  
3424 Peachtree Road, N.E.  
Atlanta, Georgia 30326  
(404) 949-2400  
J&A Docket: 19260-1800/BS#98041

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: U.S. Patent and Trademark Office, Assignment Division, Box Assignments, CG-4, 1213 Jefferson Davis Highway, Suite 320, Washington, DC 20231, on June 14, 2000.

  
Brenda Ozaki Holmes - Reg. No. 40,339





03-24-2000



101295948

Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

3-14-00

In re Application of:

Cheryl Camp Haynes, Trena Lynn Smith  
and Ronald D. Stanley

Serial No. 09/474,643

Filed: December 29, 1999

For: System and Method for Eliminating an  
Unnecessary Dispatch of a Service Technician



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3600

**TRANSMITTAL OF MISSING PARTS AND FILING**

Box Missing Parts  
Assistant Commissioner for Patents  
Washington, DC 20231

Sir:

In response to the Notice of Missing Parts mailed February 15, 2000, the undersigned attorney for applicant hereby transmits:

1. three fully executed Declaration and Power of Attorney for Applicants;
2. PTO-1595 and one executed Assignment from the Applicants to BellSouth Intellectual Property Corporation;
3. two checks, \$820 to cover the basic filing fee and the surcharge for the late filing of these parts, and one check in the amount of \$40 to cover the assignment recordal fee; and

03/16/2000 CVORACHA 00000111 09474643

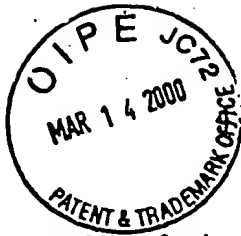
03 FC:581

40.00 OP

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, DC 20231, on March 6, 2000.

*Brenda Ozaki Holmes*  
Brenda Ozaki Holmes - Reg. No. 40,339

40E



a duplicate copy of PTO-1533 (Notice to File Missing Parts of Application—Filing Date Granted).

The filing fee is calculated as follows:

FOR:	NO. FILED	NO. EXTRA	SMALL ENTITY		OTHER THAN SMALL ENTITY	
			RATE	FEE	RATE	FEE
BASIC FEE				\$380		\$690
TOTAL CLAIMS	20 - 20 =	0	x9 =		x18 =	
INDEP. CLAIMS	3 - 3 =	0	x39 =		x78 =	
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+130 =		+260 =	
<input checked="" type="checkbox"/> LATE-FILING SURCHARGE			+ 65 =		+130 =	\$130
<input type="checkbox"/> FOREIGN LANGUAGE SURCHARGE			+130 =		+130 =	
			TOTAL		TOTAL	\$820

It is believed that the submission of these papers and this payment completes the filing of all necessary papers and it is therefore respectfully requested that the application be passed to the appropriate examining group for action on the merits.

Respectfully submitted,

*Brenda Ozaki Holmes*

By: Brenda Ozaki Holmes  
Reg. No. 40,339

JONES & ASKEW, LLP  
2400 Monarch Tower  
3424 Peachtree Road, N.E.  
Atlanta, Georgia 30326  
(404) 949-2400  
J&A Docket: 19260-1800/BS#98041

## ASSIGNMENT

WHEREAS, I, **Cheryl Camp Haynes**, a citizen of the United States of America, residing at 4919 Riverhill Rd., Marietta, GA 30068, along with **Trena Lynn Smith**, a citizen of the United States of America, residing at 1619 Carrie Farm Court, Kennesaw, GA 30144, and **Ronald D. Stanley**, a citizen of the United States of America, residing at 316 Jeremy's Straight, Stockbridge, GA 30881 have invented certain inventions and improvements disclosed in an application for Letters Patent entitled "System and Method for Eliminating an Unnecessary Dispatch of a Service Technician", which was filed in the U.S. Patent and Trademark Office on December 29, 1999 and assigned application serial number 09/474643; and

WHEREAS, **BellSouth Intellectual Property Corporation**, a corporation of the State of Delaware having a principal place of business at 824 Market Street, Suite 510, Wilmington, Delaware 19801, is desirous of acquiring an interest in the same;

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which we hereby acknowledge, we, **Cheryl Camp Haynes, Trena Lynn Smith and Ronald D. Stanley**, by these presents do sell, assign and transfer unto **BellSouth Intellectual Property Corporation**, the full, exclusive and entire right, title, and interest in and to said application, in and to any divisions, continuations, and reissues thereof, and in and to all inventions and improvements disclosed and described in said application, preparatory to obtaining Letters Patent of the United States therefor; and we hereby request the Commissioner of Patents and Trademarks to issue any and all Letters Patent of the United States resulting from said application, or from a division, continuation, or reissue thereof, to **BellSouth Intellectual Property Corporation**, as the assignee, for its interest and for the sole use and benefit of **BellSouth Intellectual Property Corporation** and its assigns and legal representatives;

For the same consideration, we, by these presents do sell, assign, and transfer to **BellSouth Intellectual Property Corporation**, the full, exclusive, and entire right, title and interest in and to any foreign application or applications corresponding to said application, in whole

or in part, in countries other than the United States, in and to any Letters Patent and similar protective rights granted on said foreign applications, and in and to the right to claim any applicable priority rights arising from or required for said foreign applications under the terms of any applicable conventions, treaties, statutes, or regulations; said foreign applications to be filed and issued in the name of **BellSouth Intellectual Property Corporation**, or its designee insofar as permitted by applicable law.

AND, for the same consideration, we agree to sign all lawful papers, execute all division, continuing, reissue and other applications, make all assignments and rightful oaths, and generally do everything possible to aid **BellSouth Intellectual Property Corporation**, its successors, assigns, and nominees, to obtain and enforce proper protection for all said inventions and improvements in all countries throughout the world.

*Cheryl Camp Haynes*  
Cheryl Camp Haynes

STATE OF GEORGIA

Before me, a Notary Public in and for the State of Georgia, on this 14 day of FEBRUARY, <sup>2000</sup>~~1999~~, personally appeared Cheryl Camp Haynes, who being duly sworn, signed and acknowledged the foregoing Assignment as his free act and deed.

*Brenda D. Heath*  
NOTARY PUBLIC

(SEAL)

My Commission Expires:

**BRENDA D. HEATH**  
Notary Public, Cherokee County, Georgia  
My Commission Expires Jan. 30, 2003

Trena Lynn Smith  
Trena Lynn Smith

STATE OF GEORGIA

Before me, a Notary Public in and for the State of Georgia, on this 14 day of February, 1999, personally appeared Trena Lynn Smith who being duly sworn, signed and acknowledged the foregoing Assignment as his free act and deed.

Brenda D. Heath  
NOTARY PUBLIC

(SEAL)

My Commission Expires:  
Brenda D. Heath  
Notary Public, Cherokee County, Georgia  
My Commission Expires Jan. 30, 2003

\_\_\_\_\_  
Ronald D. Stanley

STATE OF GEORGIA

Before me, a Notary Public in and for the State of Georgia, on this \_\_\_\_ day of \_\_\_\_\_, 1999, personally appeared Ronald D. Stanley who being duly sworn, signed and acknowledged the foregoing Assignment as his free act and deed.

7  
NOTARY PUBLIC

(SEAL)

My Commission Expires:

J&A Docket No.: 19260-1800  
BS Docket No.: 98041

Trena Lynn Smith

STATE OF GEORGIA

Before me, a Notary Public in and for the State of Georgia, on this \_\_\_\_ day of \_\_\_\_\_, 1999, personally appeared **Trena Lynn Smith** who being duly sworn, signed and acknowledged the foregoing Assignment as his free act and deed.

(SEAL)

NOTARY PUBLIC

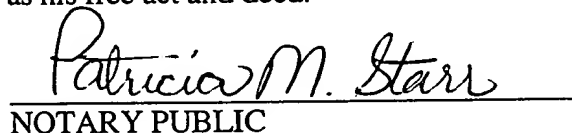
My Commission Expires:

  
Ronald D. Stanley

STATE OF GEORGIA

Before me, a Notary Public in and for the State of Georgia, on this 14 day of Feb., 1999, personally appeared **Ronald D. Stanley** who being duly sworn, signed and acknowledged the foregoing Assignment as his free act and deed.

(SEAL)

  
NOTARY PUBLIC

My Commission Expires: Oct. 25, 2003

J&A Docket No.: 19260-1800  
BS Docket No.: 98041